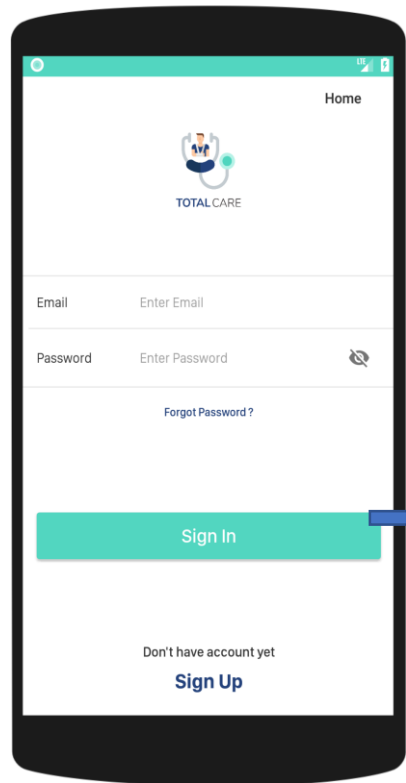




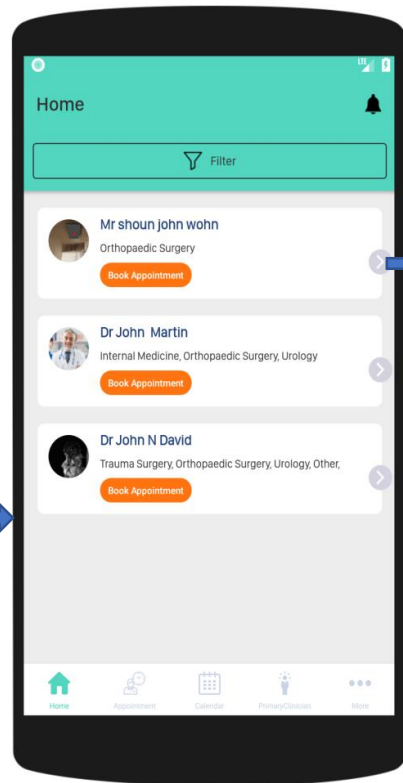
TotalCare - Patient application features  
How to schedule an appointment  
How to get on a teleconsult call  
And other features

# Step 1: Login to TotalCare

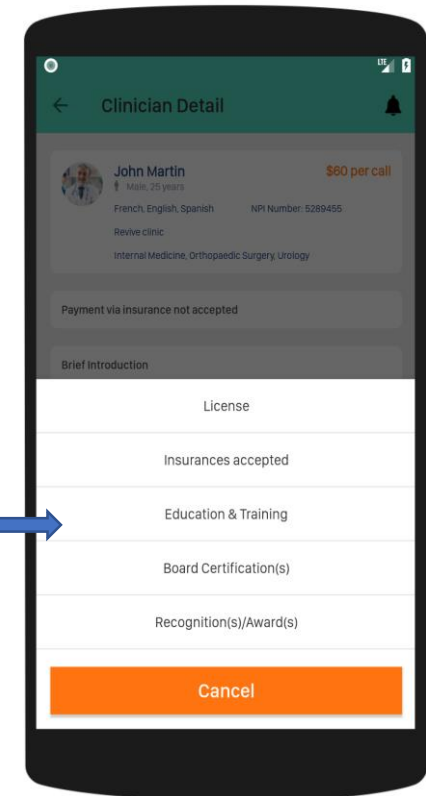
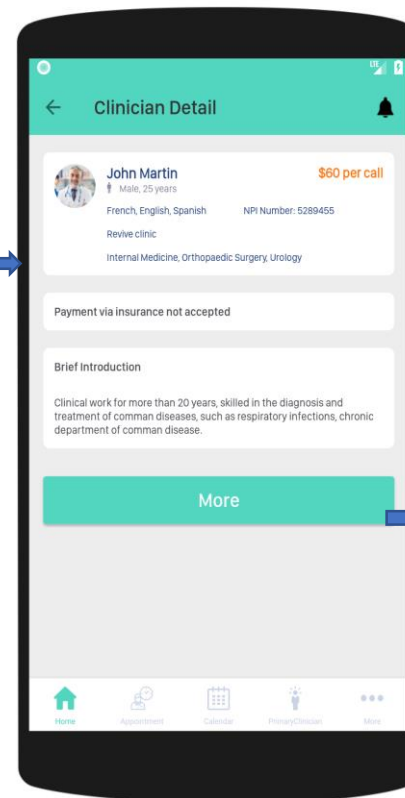
Enter userid and password



This is the home screen listing all available clinicians. Your primary care providers are listed first.

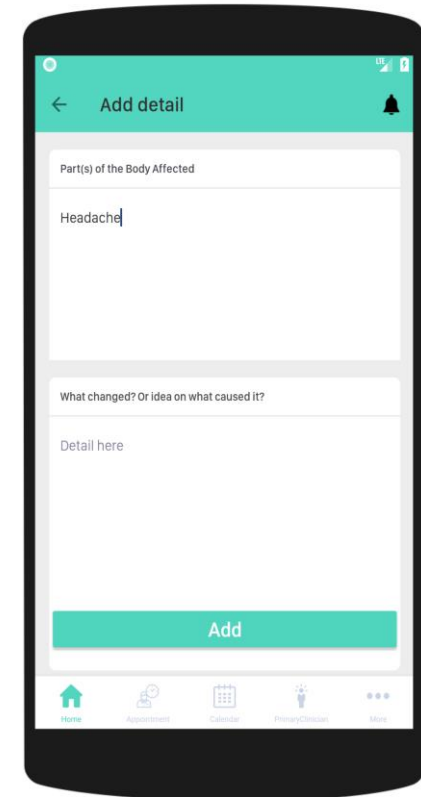
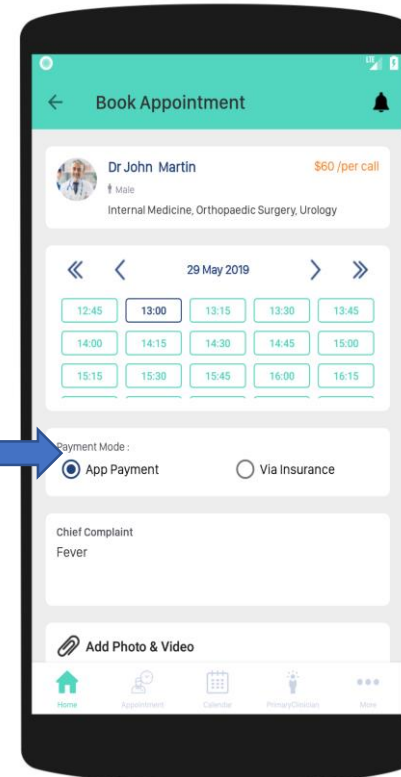
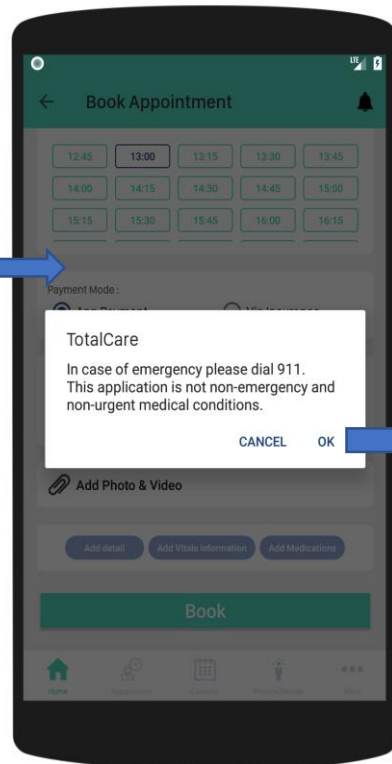
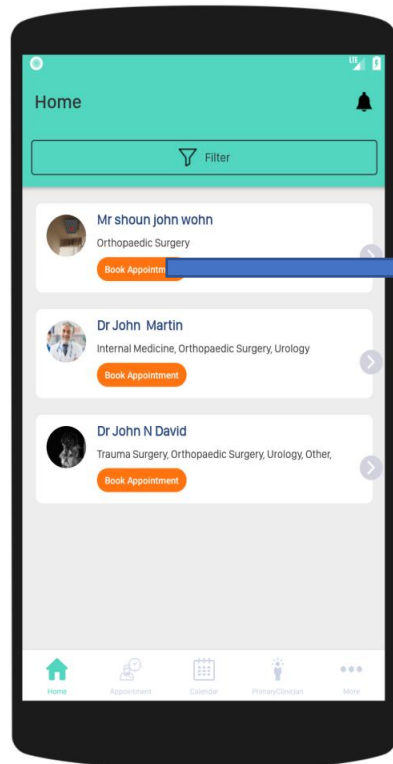


Clinician details



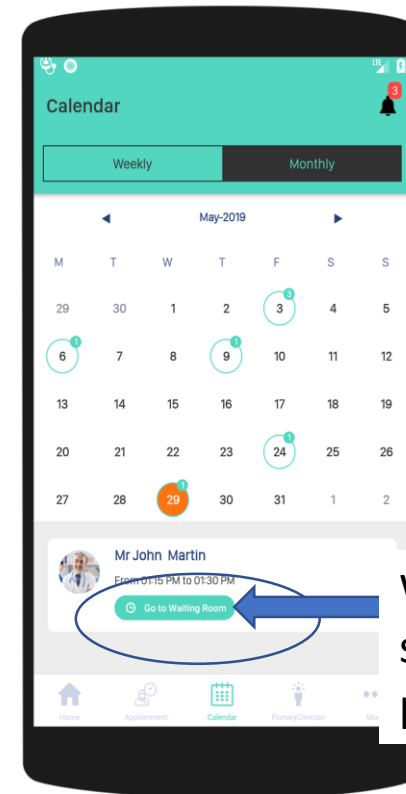
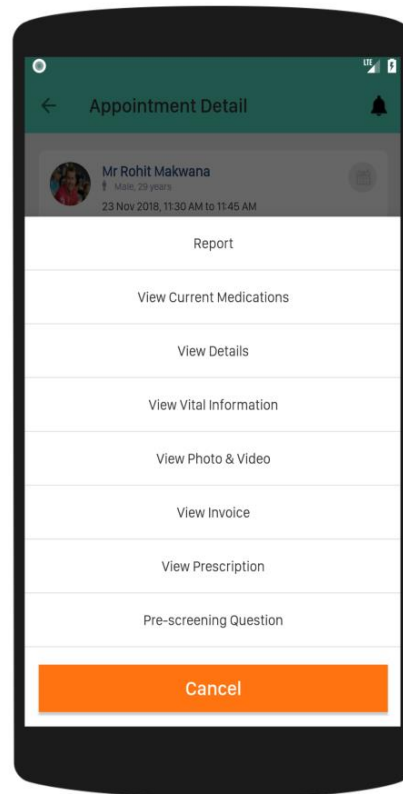
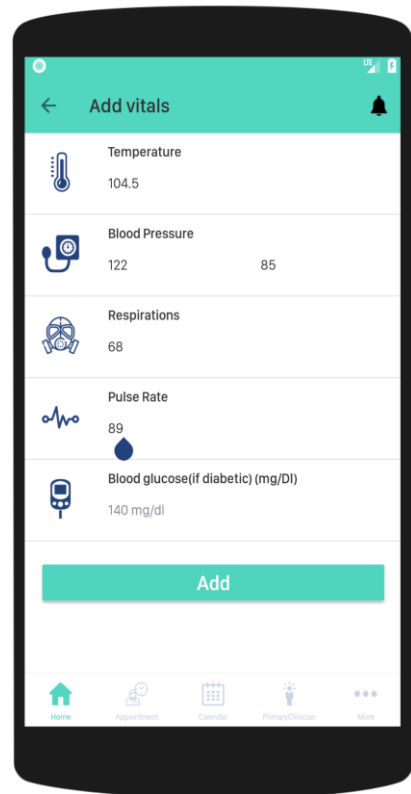
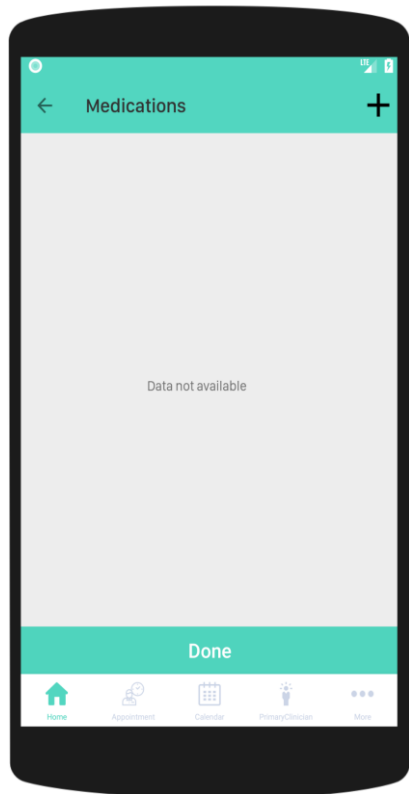
# Step 2: Find schedule availability

**NOTE: You must have a credit card in the system, in order to schedule an appointment.**



# Step 3: Add additional information

Add other relevant information. Appointment request is then sent to the clinician for review and approval. A notification is sent once the appointment is approved or rejected. Upon approval, the appointment will show up on the calendar and an appointment reminder is set for 15 minutes before time.



When ready, click here to start the teleconsultation process

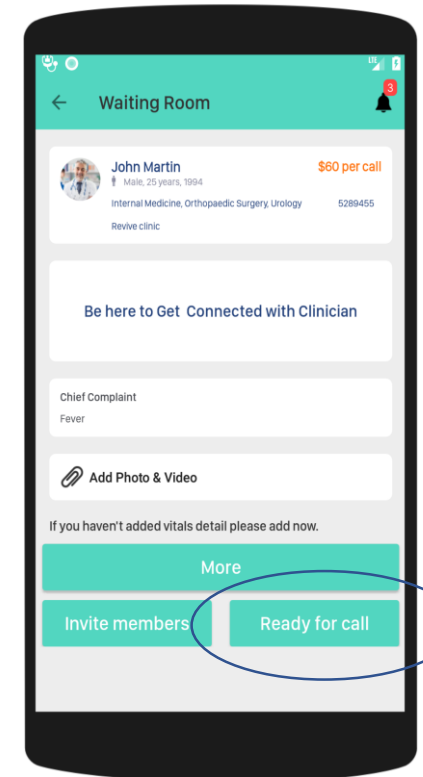
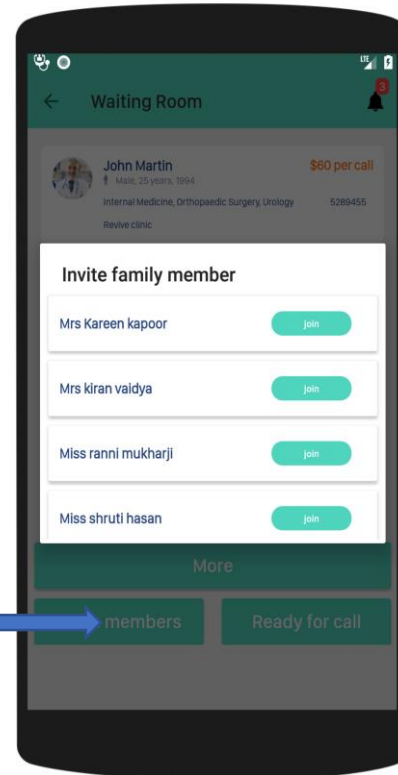
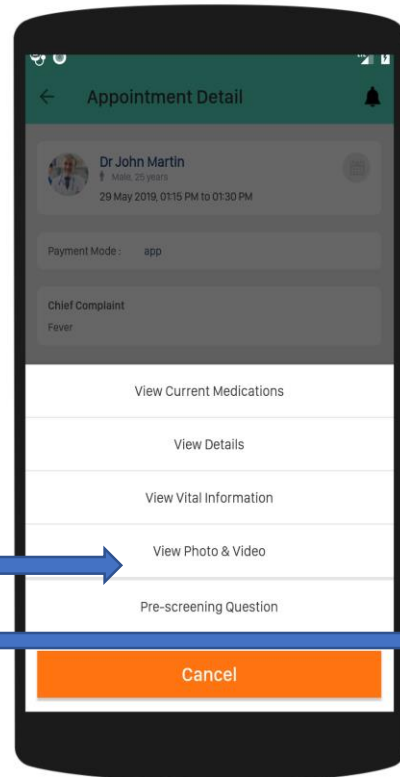
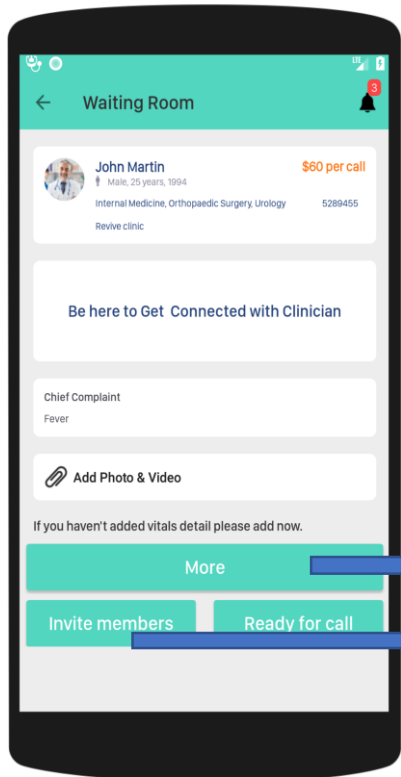
# Step 4: Appointment time

Review symptoms and details and make any updates, if necessary

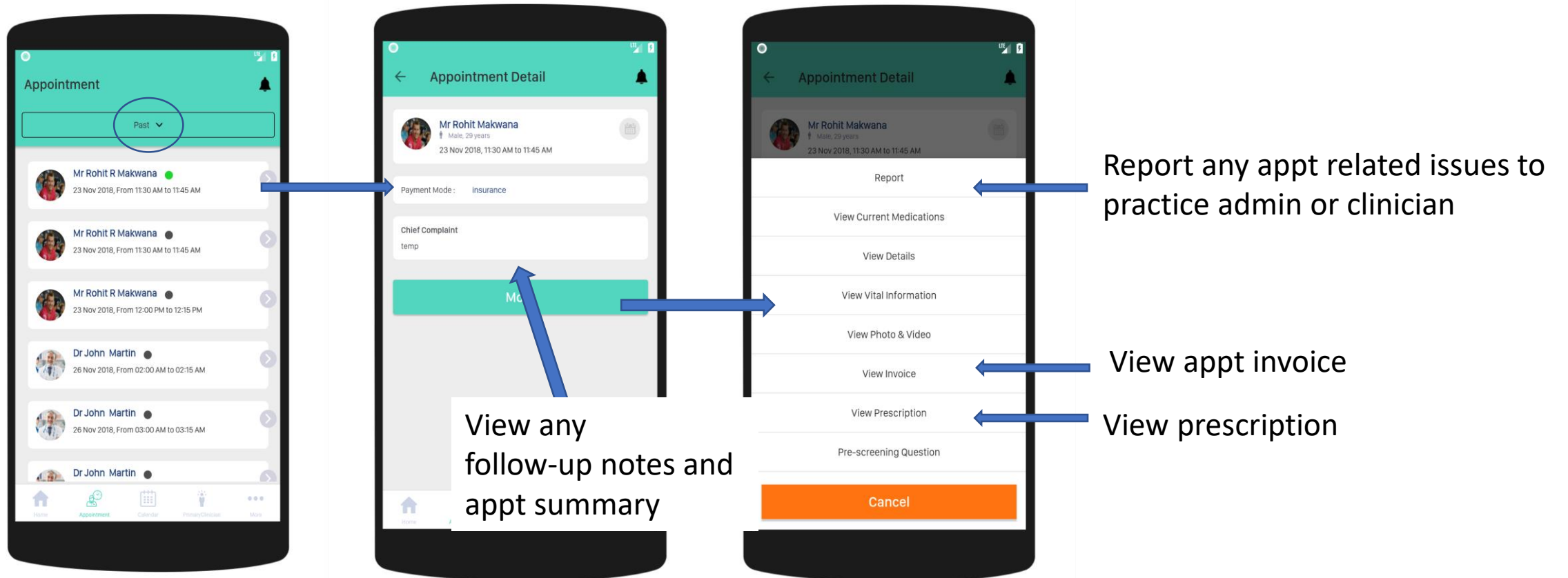
Invite any family members to join on the call

(The family members must already be designated in the application)

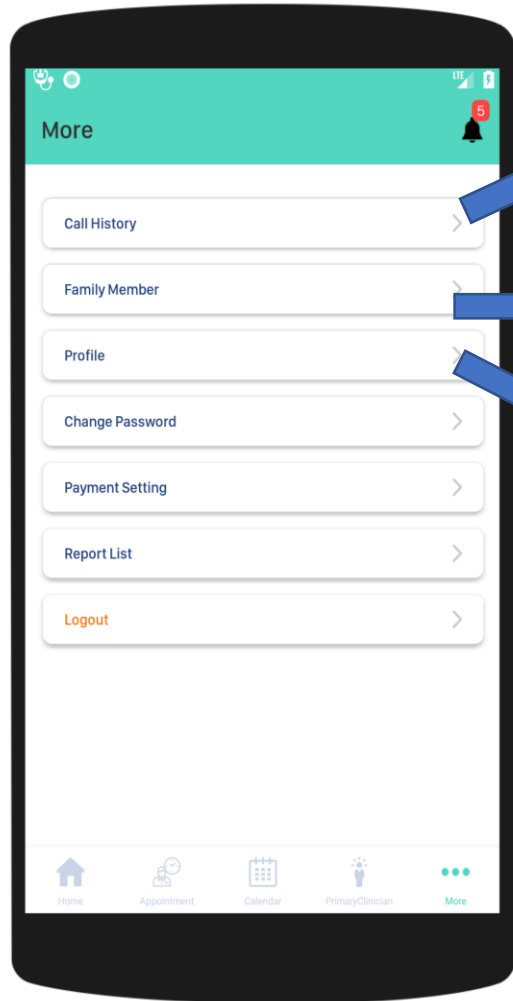
Click on “Ready for call” and you will be placed in a virtual waiting room and will wait for clinician to initiate the call.



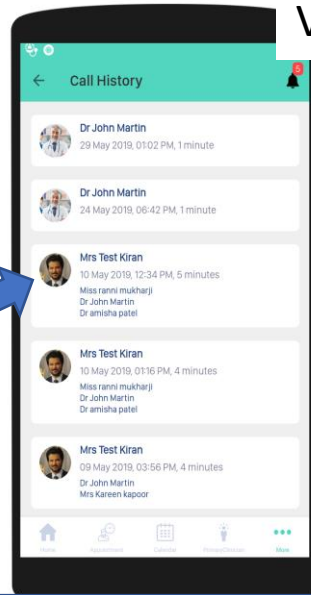
# Step 5: Post appointment



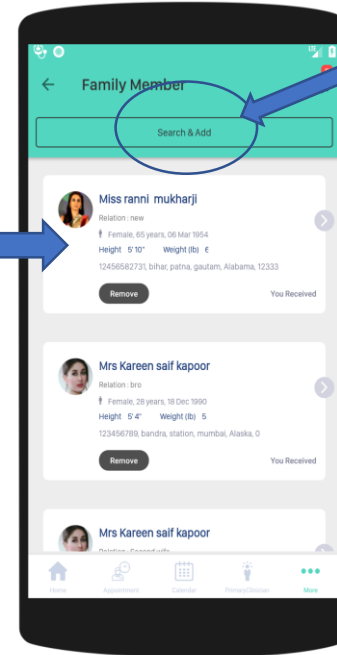
# Other functions



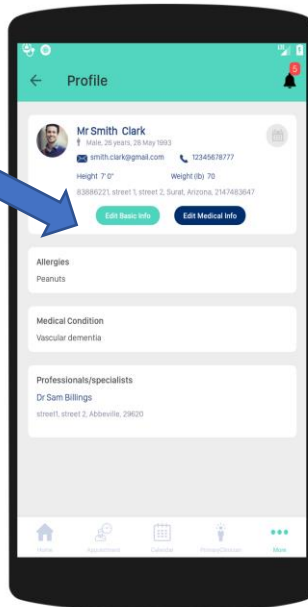
View your call history



Add new family/caregivers to provide access to this application. They must have already downloaded and signed-up on TotalCare.



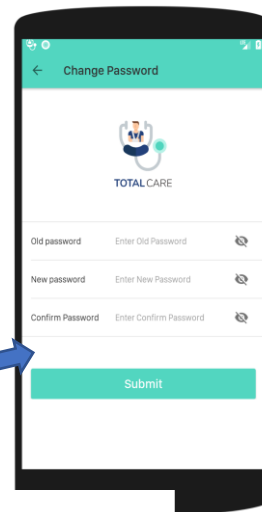
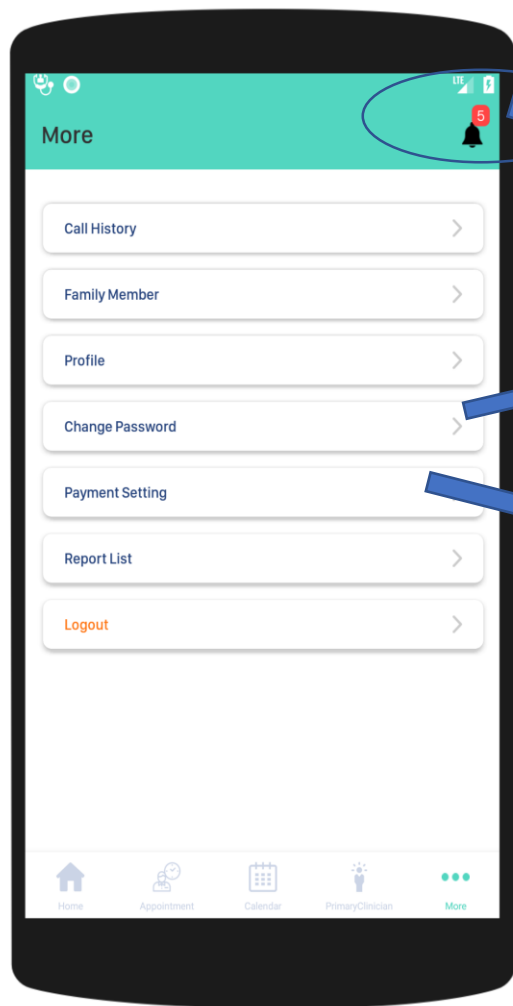
This is a list of people who have your permission to access your medical and other information in this application. They may also join you on teleconsultations.



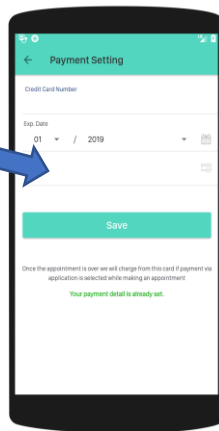
View and update your profile and medical information

Active notifications. Click to see details. Clear when done reading.

# Other functions



Change password



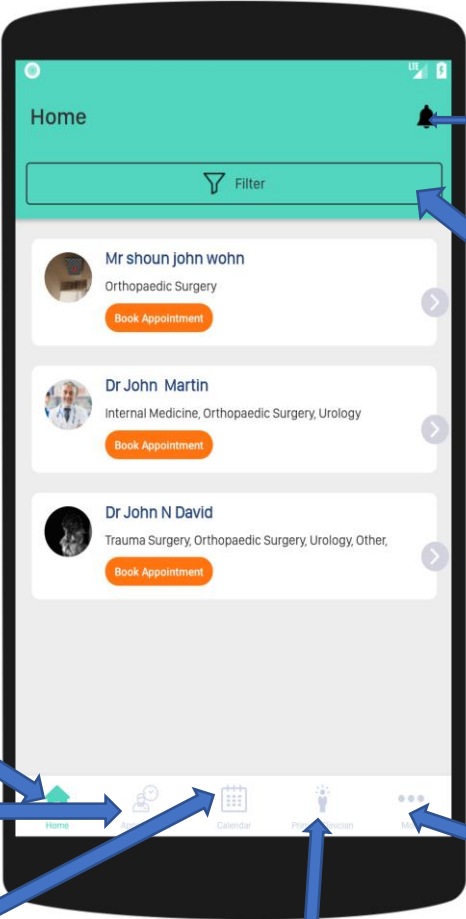
Enter a credit card.

**A credit card must be on file in order to schedule an appointment.**

Even though you may want your insurance to be billed for the teleconsult, the system must have a form of payment, in case the clinician determines that the teleconsult will not be reimbursed by your insurance.



# Home screen menus



Pending alerts

Filter the available clinician list based on extensive search criteria

Navigate back to this screen

View pending, upcoming and past appointments

Calendar view of past and upcoming appointments

View list of your clinicians  
May send/receive text messages to/from them

Update profile, view call history, view/designate family member, Enter credit card information, Logout